

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Musculoskeletal Transplant Foundation

New Jersey Manufacturing Extension Program

Musculoskeletal Transplant Foundation Implements Lean Manufacturing Practices To Remain Competitive

Client Profile:

The Musculoskeletal Transplant Foundation (MTF) was established in 1987 by surgeons and teaching institutions to meet the need for a high quality and consistent allograft (human tissue and organ transplants) supply. The Foundation also supports research to expand the science of transplantation, and encourages the efforts of its members and non-member clients to improve the understanding of donation and transplantation among the medical community and the public at large. MTF has recovered tissue from more than 60,000 donors and distributed more than 3 million grafts for transplantation. The Foundation currently employs 400 people at its facility in Menlo Park, New Jersey.

Situation:

MTF felt the processes and the internal silos were hampering its effectiveness. Although its employees were very talented, there often was a backlog of cases. MTF's objective was to improve its productivity by reducing the time to process orders and stabilize its current prices to remain competitive with tissue banks located in areas with a lower cost of living and cost of doing business. The company contacted the New Jersey Manufacturing Extension Program (NJMEP), a NIST MEP network affiliate, for assistance.

Solution:

NJMEP developed a Lean Concepts and Communications Improvement Plan for the company. With assistance from NJMEP, MTF secured a customized training grant from the New Jersey Department of Labor and Workforce Development to implement the program. Training consisted of a team building course that improved cross training, courses in communications and computer skills that would increase the staffs knowledge base and skill levels. In addition, there were 36 days of Lean Manufacturing concepts that included Principles of Lean Manufacturing, Value Stream Mapping, Workplace Organization, Quick Change and Applying Lean techniques in the workplace. These concepts greatly increased productivity and improved workflow. Additional training included basic skills-ESL and Communications, Intro to Excel and Business Communications.

Results:

- *Realized \$200,000 in cost savings.
- * Improved productivity by 20 percent.
- * Reduced cases pending from 179 to 0.
- * Reduced processing time from 23 days to 1 day.
- * Created 85 jobs.

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Testimonial:

"Working with NJMEP was easy, and they all did a great job. There is nothing but good to say about the service we received. I have recommended NJMEP to others and would like to be able to continue working with them in the future."

Robert Russo, Associate Director of Logistics.